



 Polycom<sup>®</sup> RSS<sup>™</sup> 4000 System  
Getting Started Guide

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## General Safety Precautions

Follow these rules to ensure general safety:

- Keep the area around the Polycom® RSS™ 4000 unit clean, free of clutter and well ventilated.
- Decide on a suitable location for the equipment rack that will hold the Polycom® RSS™ 4000 unit and is near a grounded power outlet.
- Use a regulating uninterruptible power supply (UPS) to protect the Polycom® RSS™ 4000 unit from power surges and voltage spikes, and to keep it operating in case of a power failure.

## Preparations before Configuration

### Obtaining the Network Information

Before the initial configuration, get the following information from your network administrator to configure Polycom® RSS™ 4000 to your local network:

- IP address, subnet mask, and default gateway IP address to be assigned to Polycom® RSS™ 4000.
- (Optional) DNS server address.
- (Optional) Gatekeeper address, and the H.323 prefix and E.164 number to be assigned to the Polycom® RSS™ 4000.

## Obtaining the Product Activation Key

Before using Polycom® RSS™ 4000, you need to activate the device.

### To obtain the product activation key

- 1 Enter the following website address in the address bar of the browser: <http://portal.polycom.com>, and go to Polycom Resource Center Login page.
- 2 Enter your Email address and password in the login box, and click **Sign In**. If you are a new user, click the **Register for An Account** link to be registered.
- 3 After successful login, click **Service & Support>License and Product Activation>Activation/Upgrade** in the upper navigation bar on the page.
- 4 Follow the onscreen instructions. You will need to enter the License Number and the Serial Number of the device. (You can find the license number and serial number of the device from the document provided with the Polycom® RSS™ 4000 device.)
- 5 Click the **Submit** button, and then record the activation key displayed on the page.

## System Hardware Installation

### To unpack the system package:

- 1 Check the package to ensure its completion.
- 2 Open the package and check the items included. The following items should be included:
  - One Polycom® RSS™ 4000 server unit
  - Two power cables
  - Two RJ-45 network cables
  - One DB-9 serial port cable
  - A CD
  - A license and a user registration card
- 3 Take all items out of the package and check if any of them is in poor condition.



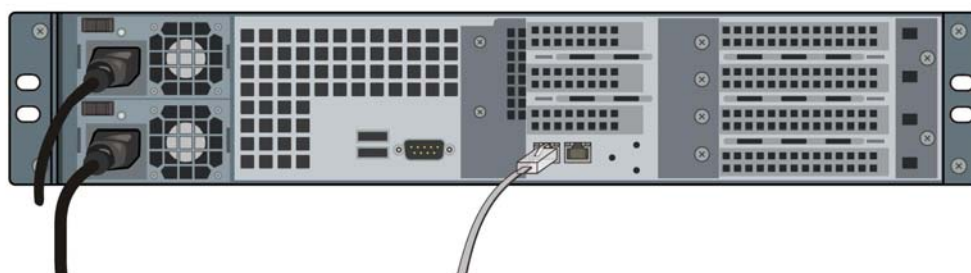
If you find damage, file a claim with the delivery carrier. Polycom is not responsible for damage sustained during shipment of this product.

### To install system hardware

- 1 Place the Polycom® RSS™ 4000 unit on a stable flat surface in the selected

location.

- 2 Insert each power cord connector into the rear of the unit and connect each to an appropriately rated socket outlet. The Polycom® RSS™ 4000 unit is supplied with two power cords, BOTH power cords should be connected to the mains power supply during normal operation.
- 3 Connect the LAN cable to LAN1 in the back of the system. The LAN2 port is not used now, and is reserved for future use.
- 4 Turn on the power switch.



**Plug Acts as Disconnect Device:**

- The socket outlets to which this apparatus is connected must be installed near the equipment and must always be readily accessible.
- In order to fully isolate the equipment then both power cords should be disconnected otherwise the system will remain energized.

## Initial IP Address Modification

The system default IP address before delivery is:

IP Address: 192.168.1.254

Subnet Mask: 255.255.255.0

Gateway: 192.168.1.1

There are two ways to change the system initial IP address:

- Via Web interface (Recommended)
- Via Console or Telnet connection

**To change IP address via the Web interface:**

- 1 Connect your computer to the LAN 1 port of the Polycom® RSS™ 4000 with a cross-over network cable, or connect your computer and Polycom® RSS™ 4000 to the same switch in the LAN.

- 2 Set your computer IP address to be in the same network segment as the Polycom® RSS™ 4000.
- 3 Run the Web browser on your computer, enter **https://<system IP address>** in the address bar, and then press Enter.



By default, Polycom® RSS™ 4000 Web server has an untrusted certificate and uses the HTTPS protocol to set up SSL secure connection with client end.

- If you use Internet Explorer as a browser, you will be prompted that the security certificate for the website has some problem. Please choose Continue to this website to enter the Login page.
- If you use Firefox browser, you will be prompted that the connection is not trusted. Please add the site being connected to Security Exception as suggested on the page and enter the Login page.

After you install the security certificate issued by the Certification Authority in your system, you will not receive this alert again.

- 4 (Optional) Select a language for the Web interface from the *Select language* list in the top right of the page.
- 5 On the Login page, enter the administrator’s username and password, and then click the **Log In** button.

The default username and password are both **admin**.

- 6 The *Product Activation* page displays when you first-time log in. Enter the activation key in the **Activation Key box** and click **Update**.



If you do not activate the system, you can still use the Web interface, but cannot perform calling, recording, live streaming and video playing operations using the system.

- 7 When prompted to restart the system, select No to proceed with setting the IP address.
- 8 Click **System Config>IP Setting** to enter the IP Setting page. Set the following parameters:

Parameter	Description
Obtain an IP Address Automatically (DHCP)	<p>If the user network is configured with a Dynamic Host Configuration Protocol (DHCP) server, select this option to automatically obtain the IP address.</p> <p><b>Note:</b> This option is not recommended as the address assigned by</p>

Parameter	Description
	the DHCP server could change over time.
Using the following IP Address	Select this option to use the static IP address. You may need to manually enter the IP address, subnet mask, and gateway IP address.
Obtain DNS Server Address Automatically	Used in combination with the DHCP option. When the <i>Obtain an IP Address Automatically (DHCP)</i> option is selected, the system will automatically obtain DNS server address from a DHCP server in the network.
Using the following DNS Server Address	If you did not select the option to automatically obtain DNS address, you must enter the preferred/alternate DNS server addresses here for the system to resolve domain names.
Using the following NAT Server	The Network Address Translation (NAT) function of the system enables you to translate the private network IP address of packet into a public network IP address before transmission. To enable NAT, select this check box and then enter the public network IP address to be displayed publicly.
LAN Speed	Sets the speed/duplex modes for LAN ports. Supports the 10/100M Full Duplex or Half Duplex mode and the 1000M network. Select <i>Auto</i> to use auto-negotiation.  <b>Note:</b> When setting LAN port speed, contact your network administrator to ensure that the switch link rate matches the system port.

- 9 Click **Update** and a dialog box will pop up, in which you should confirm to restart the system to apply the setting.

#### To change IP address via RS-232 Console or Telnet:

- 1 Connect your PC to the RS232 port of the Polycom® RSS™ 4000 with a serial port cable and activate the console port (115200, 8bits).
- 2 After you logged in to the console port, input the default password **POLYCOM** to enter the system.
- 3 Enter "?" or "help" after the prompt "#" and the system displays available command information.
- 4 Change IP address using the command in the format below:

```
set lan1 ip {dhcp | static <ip> netmask <mask> gw <gateway>}
```

For example, to set the IP address of LAN1 port to 172.21.103.29, subnet mask to 255.255.255.0 and gateway address to 172.21.103.254, enter the following command:

```
# set lan1 ip static 172.21.103.29 netmask 255.255.255.0 gw 172.21.103.254

Reboot is require in order for the change to take effect. Reboot now? [Y for yes
 / N for no]Y

restart system ...
```



- The same steps are also applicable for a Telnet connection.
- Only one console (Telnet or RS232) at a time can be connected.

## (Optional) Gatekeeper Configuration

If a gatekeeper is configured on your network, register the Polycom® RSS™ 4000 to the gatekeeper to simplify calling.

**To register the system with the gatekeeper:**

- 1 Click **System Config>Signaling Setting>Gatekeeper** in the Web configuration interface.
- 2 Set the following parameters in the gatekeeper page:

Parameter	Description
Register to Gatekeeper	Indicates whether or not to register the system with the gatekeeper. You must check this option to set the following parameters.
Primary (Alternate) Gatekeeper	Indicates whether or not the device is registered to the primary (or alternate) gatekeeper.
Gatekeeper IP Address	Specifies the IP address for the primary (or alternate) gatekeeper.
Gatekeeper Port	Specifies the port number for the primary (or alternate) gatekeeper.
System Prefix/E164.	Sets the E.164 number for the system.
System H.323 Alias	Sets the H.323 alias for the system.

- 3 Click **Update** and a dialog box will pop up, in which you should confirm to restart the system to apply the setting.



## Ready for Use

The system is now ready for use. For additional configuration instructions, refer to the user guide.

## Maximum Capacity

Feature	Description	Device maximum capacity		
		Small	Medium	Large
H.323 Connection	How many H.323 devices can connect to a Polycom® RSS™ 4000 simultaneously? <b>Note:</b> Include connection types: H.323 recording with live streaming, H.323 recording only and H.323 playback.	15	15	15
Conference Recording	How many conferences can be recorded simultaneously? <b>Note:</b> Include connection types: H.323 recording with live streaming and H.323 recording.	5	10	15
Conference Live Streaming	How many conferences can be live streamed simultaneously? <b>Note:</b> The conferences being live streamed can also be recorded.	4	6	8
H.323 Playback	How many endpoints can connect to Polycom® RSS™ 4000 to view playback simultaneously?	15	15	15
Web Playback / Live Streaming	How many web connections are supported to view playback (or live streaming) simultaneously? <b>Note:</b> After purchasing and activating the HD Live Streaming option, the web playback (live streaming) connections will increase from 100 to 200.	100/200 [128 kbps ~ 1024 kbps] – It supports 200 simultaneous archived playbacks / live streaming; (1024 kbps ~ 2048 kbps) – It supports 100 simultaneous archived playbacks / live streaming; (2048 kbps ~ 4096 kbps) – It supports 50 simultaneous archived playbacks / live streaming.		



The resources used for H.323 playback, conference recording, and live streaming increase progressively; and they are exclusive. For example, on a Small Model device, if there are

already 4 conferences being live streamed (also being recorded.), and then the fifth live streaming will be rejected, but one more recording and 10 H.323 playbacks are allowed.

## TCP/UDP Port Usage

Usage	Type	Port Range	
http	TCP	80	
https	TCP	443	
Trace (for technical support usage)	UDP	60001(configurable)	
Telnet	TCP	23	
SMTP	TCP	25	
RTSP Streaming	TCP	554	
	UDP(optional)	Random (for source port)	
Endpoint / H.323	RAS	UDP	1721
	Q.931 Socket	TCP	1720
	H.245 Socket	TCP	10000 – 10199 (configurable)
	audio / video / data	UDP	30000 – 30600 (configurable)

## Notes Regarding On Demand Archive and Live streaming

The UDP ports used for on demand archives and live streaming are randomly chosen on Polycom® RSS™ 4000. You need to configure firewalls and Windows Media Player for usage with Polycom® RSS™ 4000 on demand archives and live streaming.

### Configuring Windows Media Player to receive streaming media

To use UDP ports to receive streaming media:

- 1 Launch Window Media Player on your computer;
- 2 Click **Tools->Options->Network**;

- 3 Enable RTSP/UDP (or UDP) and “Use ports”, and define the port range.



Open an outbound UDP port range matching what is used by Windows Media Player, or open all UDP ports outbound from Polycom® RSS™ 4000 to effectively bypass the firewall for outbound traffic. Also open the port range used by Windows Media Player for inbound traffic to the viewing PC.

**To use TCP ports to receive streaming media:**

- 1 Launch Window Media Player on your computer;
- 2 Click Tools->Options->Network;
- 3 Disable RTSP/UDP (or UDP).



Disable UDP connections in WMP will force to use TCP Port 554 only.

## Hardware Specification

Parameter	Description
Hardware Capability	Intel Xeon 2.33GHzx2, 4G RAM, 1TBx2 Hard disk (Disk 1: 1TB / Disk 2(for mirroring): 1TB) Note: V5.0 system has same capacity on both Disk 1 and Disk 2, but 500GB out of 1TB is reserved for Linux upgrade. After migrating to v6.0, this 500GB is available.
Form Factor	2U 19" rack mount
Height	89 mm
Width	441 mm
Depth	485 mm
Gross Weight	19.5 kg
Power Supply	700W ATX AC power supply w/PFC, 1 + 1 Redundant Power Supply
AC Voltage	100 - 240 VAC, 60-50 Hz, 10-4 Amps
Operation System	Linux

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## Polycom Solution Support Services

Polycom Implementation and Maintenance services provide support for Polycom solution components only. Additional services for supported third-party Unified Communications (UC) environments integrated with Polycom solutions are available from Polycom Global Services and its certified Partners. These additional services will help customers successfully design, deploy, optimize and manage Polycom visual communications within their UC environments. Professional Services for Microsoft Integration is required for Polycom Conferencing for Microsoft Outlook and Microsoft Office Communications Server integrations. For additional information and details please see [http://www.polycom.com/services/professional\\_services/index.html](http://www.polycom.com/services/professional_services/index.html) or contact your local Polycom representative